

Abstract

Diploma thesis „Health care system development from the perspective of citizens“ deals with the current state of Czech healthcare system, how is perceived by the citizens who are the target population of health policy and the main goal of health system is to improve their health. The main goal of this thesis is to find out, if the current state of Czech healthcare system meets with the requirements of citizens, having regard to the citizen's information and compared with the expectations. Qualitative and quantitative research methods (questionnaire, expert and semi structured interviews) were used to achieve the objectives. Theoretical and empirical part of the thesis is focused on the wider context of the role of citizens in the society and enforcement and respect of their human rights. There is emphasized the participation of citizens on health policy and importance of the human rights related to health in the thesis. Results of the survey show the lack of awareness of the human rights related to health and of news in healthcare that does not allow effective participation on creation and implementation of health policy and fulfillment of the role and responsibilities of the state in enforcement of the public interest. One of the biggest weaknesses of citizens is the lack of knowledge about the human rights related to health and how the health care system works. The reason is missing education of citizenship, missing education about human rights and low knowledge about options of participation in democracy.